



STATE OF TENNESSEE
Department of Human Services

REQUEST FOR PROPOSALS # 34513-36119 10th JUDICIAL DISTRICT AMENDMENT #1

DATE: January 29, 2019

RFP # 34513-36119 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		December 28, 2018
2. Disability Accommodation Request Deadline	2:00 p.m.	January 8, 2019
3. Notice of Intent to Respond Deadline	2:00 p.m.	January 14, 2019
4. Written "Questions & Comments" Deadline	2:00 p.m.	January 22, 2019
5. State Response to Written "Questions & Comments"		January 29, 2019
6. Response Deadline	2:00 p.m.	February 12, 2019
7. State Completion of Technical Response Evaluations		February 21, 2019
8. State Opening & Scoring of Cost Proposals	2:00 p.m.	February 22, 2019
9. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	February 25, 2019
10. End of Open File Period		March 4, 2019
11. State sends contract to Contractor for signature		March 7, 2019
12. Contractor Signature Deadline	2:00 p.m.	March 14, 2019

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

	RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
1	Pro Forma A.5	17	Please confirm that credit report required under this section is excluded from the page count for the technical proposal.	The State can confirm that credit reports will not be included in the page count for the technical proposal.
2	Pro Forma A.7.b	37	Based on the reported December 2018 support order rate of 89.13%, the contractor will be required to achieve a first-year increase of 1.12% for support order establishment, compared with 0.5% in subsequent years. Does the State wish to adjust the first-year goal downward given the decline in this metric?	No changes will be made to the minimum performance standards.
3	Pro Forma A.7.c	37	Based on the reported December 2018 current support rate of 54.45%, and the September 2018 (end of FFY 18) current support rate of 53.99%, the contractor will be required to achieve a first-year increase of at least 1.55% for support order establishment, compared with 0.25% in subsequent years. Does the State wish to adjust the first-year goal downward given the decline in this metric?	No changes will be made to the minimum performance standards.
4	Pro Forma A.7.d	38	For Total Disbursed Child Support Collections, there is an inconsistency between the text, which requires a 1 percent increase per year, and the table, which requires a 0.5% increase per year. Please clarify.	The Pro Forma A.7.d will be amended from 1% to .05%. See Section 3 of this Amendment.
5	Pro Forma A.31	41	After requiring the Contractor to establish and maintain professional working relationships with local program partners, this paragraph states: "As a further requirement of this Section, the Contractor shall, upon written request by the State, join in a collaborative effort to partner with DHS Family Assistance to provide on-site consultations in the local DHS office(s)." Please expand the description of what this language will require of the contractor. With whom and about what will we be consulting? How often are these consultations likely to occur?	Onsite collaborations may include, but is not limited to: resource fairs, customer educational opportunities and other services focusing on Family Centered and Two Generational approaches.
6	Pro Forma A.28	41	Please clarify the apparent conflict in staffing standards in this section. It specifies 25 FTEs as an adequate staffing level, which would be about 430 cases per FTE based on 10,675 cases. However, a subsequent sentence states that the vacancy rate for full-time staff shall not fall below 21 FTEs over any three-month period. This implies a minimum staffing level of 21 FTEs, which would be about 508 cases per FTE based on 10,675 cases. Would the State consider: 1) setting a standard of 25 FTEs which shall not fall below 24 FTEs over any 3-month period (445 cases/FTE) or 2) setting a minimum standard of 22 FTEs (485 cases/FTE) which not fall below 21 FTEs over any 3-month period? Either would provide more clarity and allow for normal slippage relative to the target level of staff.	Section A.28 sets forth the acceptable staffing requirement of 25 full-time employees. The Contractor should use best efforts to ensure no vacancies during the term of the Contract, but in no event shall the staffing level fall below 21 fulltime employees in any consecutive 3-month period.
7	Pro Forma A.28	41	Please clarify the meaning of: "The vacancy rate for full-time staff shall not fall below 21 full-time employees over any 3-month period." Does this mean: 1) At no time over any 3-month period shall	Section A.28 sets forth the acceptable staffing requirement 25 full-time employees. The Contractor should use best efforts to ensure no vacancies during the term of the Contract, but in no event shall the staffing level fall below 21

	RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			the staffing level fall below 21 FTEs; 2) the average number of FTEs at month-end shall not fall below 21 FTEs over any 3-month period; or 3) something else?	<p>fulltime employees in any consecutive 3-month period.</p> <p>Excepting approved subcontracted staff described in Section A.3 of Attachment 6.6 – <i>Pro Forma</i> Contract, neither staff who are not direct employees of the Contractor, nor staff on unpaid leave shall be considered in determining the staffing level.</p>
8	RFP 3.1.1.2	5	RFP 3.1.1.2 requires Respondents to use a 12-point font for text. Please confirm that we may use a smaller font in graphics, tables, organizational charts, etc., provided all text is legible.	Respondent may use smaller than 12 pt. font for graphics, tables, and organizational charts, provided all text is legible.
9	RFP 3.2.2.1	6	RFP 3.2.2.1 says, “one (1) digital copy” for the Technical Response, but next paragraph says “digital copies” three times and 3.2.3.1 says copies. Please confirm that only one digital copy is required for the Technical Response?	The State can confirm that only one digital copy is required for the Technical Response.
10	Attachment 6.2, A.8	17	<p>Attachment 6.2, A.8 limits technical responses to 200 pages, except maps, graphs, financial statements, charts included as an appendix will not count against the page limit.</p> <p>Please confirm that the 200- page limit does not apply to the following items as well:</p> <ul style="list-style-type: none"> • Tabs and Divider Sheets • RFP Forms (Attachments 6.1 and 6.2) • Section A-Mandatory Required Items responses and required attachments (band/credit references, credit report, and insurance certificate) • Key People Resumes • Table of Contents and Transmittal Letter • Sample communication material and assessment tools; • Reference letters (Bank and Credit) • Certificate of Insurance • Financial Institution’s Letter of Commitment 	The State can confirm that the items listed in the question will not be included in relation to the 200 page limit for narrative responses. However, resumes and position descriptions will be included in the 200 page limit.
11	Pro Forma A.16	40	<p>“The Contractor shall use TCSES or its replacement system as the exclusive computer system for all child support operations.” Given that TCSES includes data from the IRS and can the State confirm that TCSES includes data from the IRS and/or the Federal Office of Child Support Enforcement (OCSE) does the State require the Contractor to comply with Circular A -130 and OMB M-17-12 in addition to the IRS 1075</p> <p>Does the State require the Contractor to then comply with Circular No. A-130 and OMB M-17-12?</p>	Yes. The State has Security Policy in place that provides action steps to all data breaches. The Contractor shall comply with these policies included in this section as well as what is listed in the DHS Policy and Procedures Manual.

	RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
12	Pro Forma D.20	54	<p>The Solicitation states: "The State and Contractor shall comply with obligations under [HIPAA]....The State and the Contractor will sign documents, including but not limited to business associate agreements."</p> <p>Under HIPAA, a Covered Entity/Hybrid Entity is required to execute a Business Associate Agreement (BAA). Will the State provide a copy of a Business Associate Agreement (BAA) at the time of contract award?</p>	Yes, the State will provide the BAA upon contract award.

3. **Delete Section A.7.d of RFP Attachment 6.6 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

Total Disbursed Child Support Collections. As of the end of Contract Year 1 the total amount of child support disbursed shall be half of a percent (0.5%) higher than the total amount disbursed for the 10th Judicial District during the period May 1, 2018 through April 30, 2019. For each subsequent Contract Year, the increase in total amount of child support disbursed compared to the amount disbursed during the previous Contract Year, shall equal or exceed the percentage specified in the following table:

Contract Year	Minimum Increase Required
May 1, 2019 – April 30, 2020	0.5%
May 1, 2020 – April 30, 2021	0.5%
May 1, 2021 – April 30, 2022	0.6%
May 1, 2022 – April 30, 2023	0.65%
May 1, 2023 – April 30, 2024	0.7%

4. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.